



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Odin Telephone Exchange, Inc.
Fairpoint Communications / Odin Telephone Exchange, Inc.
for quarter ending December 31, 2009

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.20	2.10	2.80	2.37
B. Operator Answer Time - Information [730.510(a)(1)]	6.41	8.71	7.19	7.44
C. Repair Office Answer Time [730.510(b)(1)]	21.00	15.00	13.00	16.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	70.00 *	73.00 *	82.00 *	75.00 *
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.65	1.64	1.89	2.06
H. Percent Repeat Trouble Reports [730.545(c)]	4.29%	2.33%	6.12%	4.25%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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